

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-10 21-11-07

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
61	61	0	Pass	NA

Step No:1

Step Description: Click On Add Icon on right corner

Expected Result: Click On Add Icon on right corner

Actual Result: The Element: ClickonAddIcon is clicked

Status: Pass



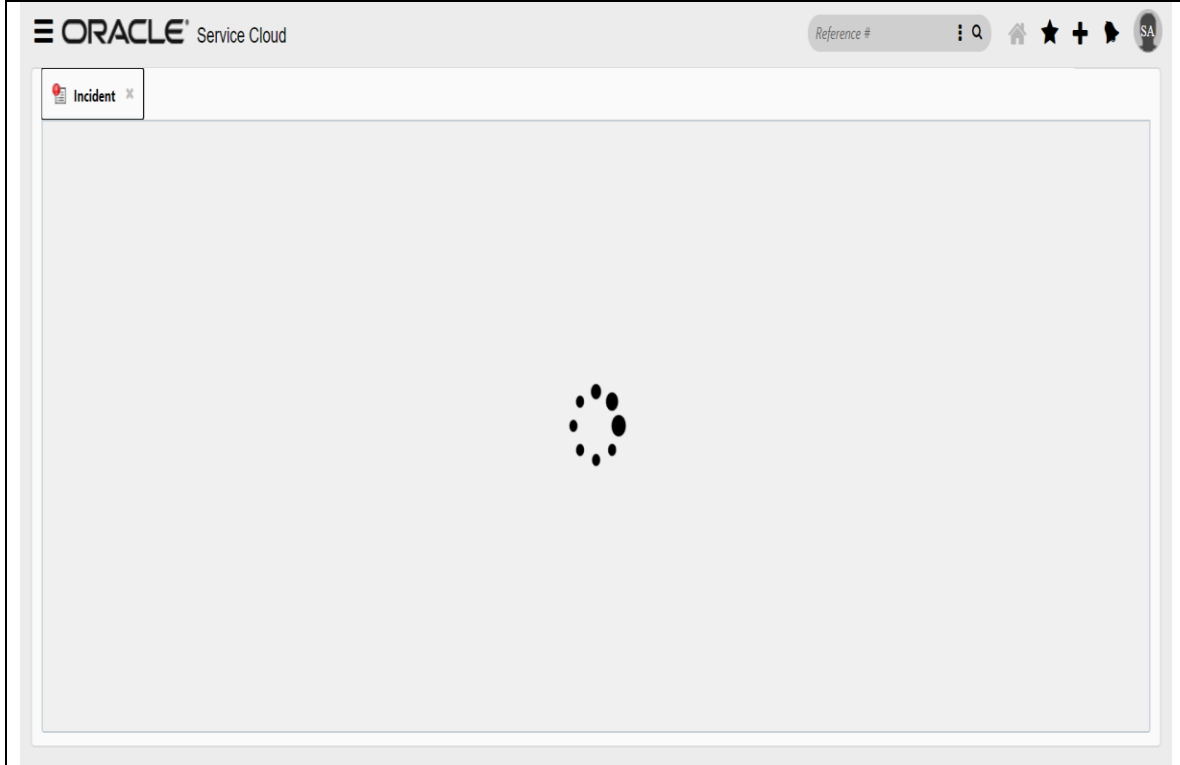
Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: ClickonIncident is clicked

Status: Pass



Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject is set with text: Issues with Product we are using

Status: Pass

Oracle Service Cloud

Reference #

200810-000064

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* Issues with Product we are using

Reference # 200810-000064

Contact \* [No Value]

Status \* Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:4

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, the case number '200810-000064' is displayed. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields:

- Subject: Issues with Product we are using
- Reference #: 200810-000064
- Status: Open (dropdown)
- Assigned: Agent Access > Sys Agent (dropdown)
- Disposition: [No Value] (dropdown)
- Contact: Adam Smit (dropdown, highlighted with a blue border)
- Organization Name: (empty field)
- Product: [No Value] (dropdown)
- Category: [No Value] (dropdown)

Step No:5

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a sidebar contains navigation options: '200810-001', 'Save', 'Summary', 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' dropdown menu is open, showing a list of agents: 'Recent' (Minhaj Ameen, Sys Agent, System Agent2) and 'All' ([No Value]). 'Sys Agent' is highlighted. The main content area shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The top of the interface includes the Oracle logo, 'Service Cloud' text, and a search bar.

Step No:6

Step Description: Click on ProductList

Expected Result: ProductList should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200810-000064' is shown in the top left. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area shows the following details:

- Subject: Issues with Product we are using
- Reference #: 200810-000064
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: [Search...]
- Category: [No Value]

The 'Product' dropdown menu is open, showing a list of product codes: ab92547, ab108410, ab64214, ab166858, ab119211, and ab7260.

Step No:7

Step Description: Click on Category

Expected Result: Category should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header includes the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200810-000064' is shown in the top left. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area shows the following details:

- Subject: Issues with Product we are using
- Reference #: 200810-000064
- Status: Unresolved
- Assigned: [No Value]
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: Search... (dropdown menu open showing [No Value] and Primary Antibodies)

The interface also includes a top navigation bar with icons for Save, Save & Close, Refresh, New, and Print. A right sidebar contains a search icon and a list icon.

Step No:8

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: Wait for duration 5000secs

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header includes the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200810-000064' is shown in the top left of the main content area. Below the case ID, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

Subject *	Issues with Product we are using		
Reference #	200810-000064	Contact *	Adam Smit
Status *	Unresolved	Organization Name	California Federation
Assigned	[No Value]	Product	ab92547
Disposition	[No Value]	Category	Primary Antibodies



Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200810-000064

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed 0 Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface \* mow\_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

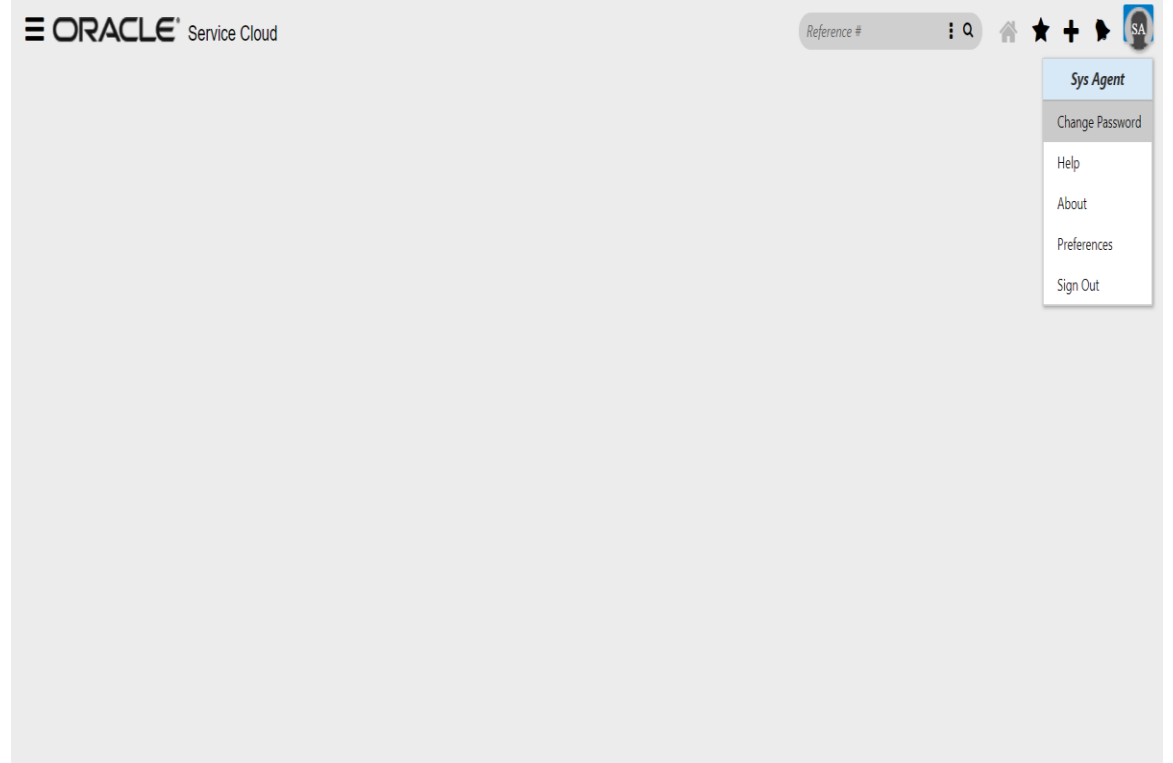
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



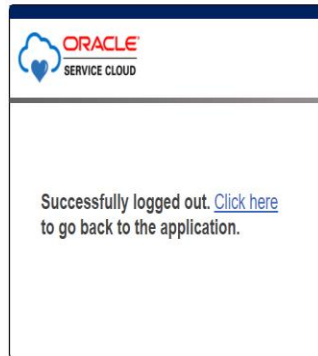
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



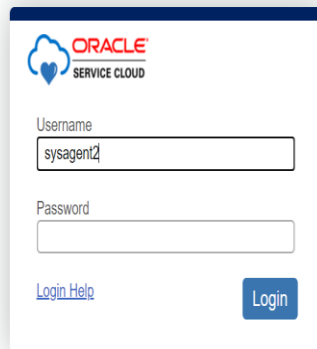
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE  
SERVICE CLOUD

Username  
sysagent2

Password

[Login Help](#) [Login](#)

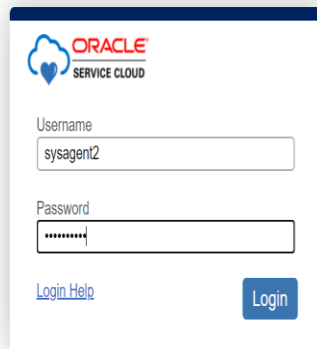
Step No:13

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



ORACLE  
SERVICE CLOUD

Username  
sysagent2

Password  
\*\*\*\*\*

[Login Help](#) [Login](#)

Step No:14
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass
